



# Show Me

## Elder Services & Opportunities

Missouri seniors have many questions about the federal and state programs available to them. Every day, thousands seek help arranging meals, choosing in-home care or nursing home care, deciphering Medicare and other life-enhancing services--unaware that answers may be right around the corner. For instance, the local Area Agency on Aging provides meals to eligible seniors, the Department of Health and Senior Services (DHSS) offers support services to help older Missourians remain in their own homes, the Long-Term Care Ombudsman Program provides information on nursing homes, and the CLAIM Program (Community Leaders Assisting the Insured of Missouri) explains Medicare. This brochure provides a snapshot of these vital programs for seniors and lists contact information and phone numbers.

### **Elder Abuse, Neglect or Financial Exploitation of Persons Living in the Community or in Long-Term Care Facilities**

The Elder Abuse and Neglect Hotline responds to reports of alleged abuse, neglect or financial exploitation of persons 60 years of age or older and other eligible adults between age 18 and 59. If you suspect that an elderly or disabled adult is being abused, neglected or exploited, please call the Elder Abuse and Neglect Hotline.

To report abuse, neglect or financial exploitation, call:

**1-800-392-0210**

24 hours per day/365 days per year

For more information about elder abuse visit:

**[dhss.mo.gov/  
ElderAbuse/](http://dhss.mo.gov/ElderAbuse/)**

# Missouri Long-Term Care Ombudsman Program

The Missouri Long-Term Care Ombudsman Program consists of staff and volunteers serving residents of nursing homes and residential care facilities to provide support and assistance with problems or complaints. The program seeks to diminish the sense of isolation experienced by residents, especially those without family. The ombudsman can assist the resident in achieving a sense of self determination. Ombudsmen strive to reinforce the importance of residents' rights. While residents are provided information regarding their rights upon admission, the ombudsman is there as the resident adjusts to the facility to reiterate and offer assistance in exercising those rights.

- The mission of Missouri's Long-Term Care Ombudsman Program is to improve the quality of life for residents of long term care facilities through advocacy and education.
- All residents in long-term care facilities have rights guaranteed to them under federal and state law.

For **questions** about nursing home placement, rights of residents or complaints that are not abuse/neglect, or for **publications** on loss and theft, consumer issues, resident rights, etc., or to learn about **volunteer** opportunities, call:

**1-800-309-3282**

or visit:

**dhss.mo.gov/ombudsman**

## Community Leaders Assisting the Insured of Missouri (CLAIM) - Missouri's state health insurance program (SHIP)

For free, confidential and unbiased Medicare health insurance counseling or to become a CLAIM counselor volunteer, call:

**1-800-390-3330**

You can be a Medicare CLAIM counselor. This federally funded program is sponsored by Primaris through a contract with the Missouri Department of Insurance. You would be involved in giving one-on-one help to people in your community so they can understand their Medicare coverage and claims. Four or more hours per month of volunteer time is requested. Training and supervision are available for the programs.

## Seniors Organized to Restore Trust (SORT)

For more information, call:

**1-888-515-6565**

The Missouri SORT Program is comprised of retired professionals who volunteer to assist beneficiaries with concerns about:

- Possible Medicare and Medicaid error, fraud, and abuse
- Medicare and Medicaid coverage
- Supplemental insurance
- Physician payment
- Medicare appeals process
- Claim benefits filing

This program is administered by Care Connection for Aging Services through a partnership with the Missouri Alliance of Area Agencies on Aging.

## DHSS Section for Long-Term Care

This section of DHSS inspects and licenses long-term care facilities. The section also certifies intermediate care and skilled nursing facilities for participation in the federal Medicare and Medicaid programs. Facilities requesting certification must meet additional requirements to participate in both federal programs. The section investigates complaints of abuse, neglect or regulatory violation against long-term care facilities.

State law requires that DHSS inspect each long-term care facility twice in a fiscal year. The fiscal year is July 1 – June 30. Federal law requires an inspection every 9 to 15 months for Medicare and/or Medicaid certified facilities. DHSS does both the state and federal inspections, which usually occur at the same time and are unannounced.

You can find out how any Missouri licensed long-term care facility did on its last state inspection at [dhss.mo.gov/showmelongtermcare](http://dhss.mo.gov/showmelongtermcare).

For information on licensed facilities in Missouri, visit:

- **[Medicare.gov/nhcompare](http://Medicare.gov/nhcompare)**
- **[dhss.mo.gov/showmelongtermcare](http://dhss.mo.gov/showmelongtermcare)**

## DHSS Division of Senior and Disability Services

For information and referral on available services and locations of county offices, call:

**1-800-235-5503**

**Monday - Friday**

**8:00 a.m. - 5:00 p.m.**

For additional information regarding Home and Community Services, visit our web site:

**[dhss.mo.gov/HomeCom  
Services/](http://dhss.mo.gov/HomeComServices/)**

Most senior or disabled Missourians can remain in their own homes and avoid or delay institutionalization with the help of support services. The Division of Senior and Disability Services administers a coordinated, integrated home-and-community-based service delivery system to assure that the needs of Missouri's elderly and persons with disabilities are met.

Through professional staff serving each of the state's 114 counties and the city of St. Louis, services such as personal care, homemaker, chore, nursing, respite, adult day health care, counseling, and consumer-directed services are made available to the elderly and persons with disabilities in their homes.

These home-and-community-based services are provided to eligible persons 60 years of age or older and to adults with disabilities between the ages of 18 and 59. Generally, the service recipient must meet specific guidelines concerning economic, social, and care needs in order to be eligible for home-and-community-based services. Through a comprehensive assessment process, the division determines the services necessary to meet the needs of each eligible person.

## Area Agencies on Aging (AAA)

Missouri has ten (10) Area Agencies on Aging (AAA), each responsible for providing services within specifically defined geographic boundaries. Each AAA is required to provide the following categories of service:

- Legal Services;
- Nutrition--both congregate and home-delivered;
- In-Home Services--which might include homemaker, chore, personal care, or respite;
- Disease Prevention/Health Promotion;
- Access that includes transportation, information and assistance, advocacy, outreach and case management at some AAAs.

In addition, AAAs are allowed flexibility in the development of other programs required to meet needs identified within their service area.

To contact the Area Agency on Aging in your area for assistance with meals, transportation, information and referral and other services, call:

**1-800-235-5503**

or visit

- **moaging.com/**
- **dhss.mo.gov/  
SeniorServices/  
AAARegion.pdf**

## Missourians Stopping Financial Exploitation (MOSAFE)

MOSAFE assists financial institution personnel in preventing financial exploitation of their elderly or disabled customers. The program provides education for financial institution staff on recognizing and reporting suspected financial exploitation.

More information can be found at [dhss.mo.gov/MOSAFE/index.html](http://dhss.mo.gov/MOSAFE/index.html). The second phase of the MOSAFE project is focused on the consumer and will offer information to seniors and their families on steps that can be taken to help prevent financial exploitation.

The following are warning signs that can indicate financial exploitation:

<ul style="list-style-type: none"><li>• Unusual cash withdrawals from a checking account in a short time period</li><li>• A set of “out-of-sync” check numbers</li><li>• Unexplained withdrawal of large sums of money when an elderly or disabled person is accompanied by a third party to a bank or credit union</li></ul>	<ul style="list-style-type: none"><li>• Signature seems forged, unusual, or suspicious</li><li>• Allegations of “missing funds” from a vulnerable adult’s account</li><li>• Large withdrawals from previously inactive accounts</li><li>• Increased activity of credit cards or a sudden flurry of “bounced” checks</li></ul>
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Missouri Department of Health and Senior Services - PO Box 570 - Jefferson City, MO 65102-0570 - (573) 526-0727 or (800) 309-3282

Alternate forms of this publication for persons with disabilities may be obtained by contacting the Missouri Department of Health and Senior Services at the numbers listed above.

Hearing impaired citizens telephone

1-800-735-2966 VOICE: 1-800-735-2466

AN EQUAL OPPORTUNITY/AFFIRMATIVE ACTION EMPLOYER  
Services provided on a nondiscriminatory basis.